

## On-call Support

	Diamond	Platinum	Gold	Silver	Bronze
Initial response time <sup>6</sup>	15 minutes	1 hour	2 hours	4 hour	4 hour
Proactive monitoring	Prometheus, New Relic <sup>3</sup> , ELK <sup>4</sup> , Cloudwatch	Prometheus, New Relic <sup>3</sup> , ELK <sup>4</sup> , Cloudwatch	Prometheus, ELK <sup>4</sup>	Prometheus	
Call-out fee	included	included	included	\$000 USD	\$000 USD
Initial restore effort begins at initial response*	✓	✓	✓	✓	✓
Monitoring after restore	Acro Commerce	Acro Commerce	Acro Commerce	Client	Client
Maintenance after restore	Acro Commerce	Acro Commerce	Acro Commerce	Client	Client
Restore fee	included	included	included	\$000 USD/hr	\$000 USD/hr
Initial resolve (office hours)	begins next business day	begins next business day	begins next business day	begins next business day	begins next business day
Resolve fee	\$000 USD/hr <sup>1</sup>	\$000 USD/hr <sup>1</sup>	\$000 USD/hr <sup>1</sup>	\$000 USD/hr <sup>1</sup>	\$000 USD/hr <sup>1</sup>
Incident updates	hourly	upon restore	upon restore	upon restore	upon restore
Root cause analysis delivery	1 week <sup>2</sup>	2 weeks <sup>2</sup>			
<b>Price</b>	<b>\$000/mo</b>	<b>\$000/mo</b>	<b>\$000/mo</b>	<b>\$000/mo</b>	<b>N/A</b>

This is a limited sample of Acro Commerce's On-call Support programs.

[Contact us](#) to talk about your support needs.

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Initial restore effort begins at initial response*	☑	☑	☑	☑	☑
Monitoring after restore	Acro Commerce	Acro Commerce	Acro Commerce	Client	Client
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Root cause analysis delivery	1 week <sup>2</sup>	2 weeks <sup>2</sup>			
<b>Price</b>	<b>\$000/mo</b>	<b>\$000/mo</b>	<b>\$000/mo</b>	<b>\$000/mo</b>	<b>N/A</b>
<b>Available discounts<sup>5</sup></b>					
<b>10% - Host with Acro Commerce</b>	- \$000	- \$000	- \$000	N/A	N/A
<b>10% - Maintain RSA of ≥10 hours/month</b>	- \$000	- \$000	- \$000	N/A	N/A
<b>15% - Pay up-front 1 year</b>	- \$000	- \$000	- \$000	mandatory	N/A
<b>Total available discount</b>	<b>-\$000</b>	<b>-\$000</b>	<b>-\$000</b>	<b>-\$000</b>	<b>N/A</b>

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\* All calls are answered by development personnel who are able to diagnose and debug problems immediately upon responding to your call.

<sup>1</sup> Price assuming no RSA agreement in place

<sup>2</sup> Assuming no blockers from 3rd party dependencies.

<sup>3</sup> If your hosting package includes New Relic.

<sup>4</sup> If you host services with Acro Commerce and have a dedicated ELK stack.

<sup>5</sup> At contract signing.

<sup>6</sup> Assuming international Acro staff are eligible to perform emergency operations. If a client requires specific personnel or location of staff, times are subject to change; up to an additional 1 hour per package.